

Section 11

APPENDIX 1 – TRAINING AIDS

Example of Food Instruments

ALTERED FOOD INSTRUMENTS

Adding food items with a typewriter or other processor (1 doz. Fresh Eggs was added to this food instrument)

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM <small>1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC</small>				MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 7025960		75-1248 919		<small>Payable Through: FSMC, AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 802070</small>	
AGENCY 08	CLINIC 59	PARTICIPANT ID 0859000275	PARTICIPANT NAME Kelly, Kim		DRAFT TYPE 001715AA	AZ WIC USE ONLY		FIRST DATE TO USE 06/09/2001			
3 CAN (12 OZ FROZEN) WIC APPROVED 100% JUICE OR 3 CAN (46 OZ) WIC APPROVED 100% JUICE 1 DOZ FRESH EGGS						ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL		LAST DATE TO USE 07/13/2001			
						\$ <small>TAX EXEMPT SALE NOT TO EXCEED \$200.00</small>		PAY TO THE ORDER OF:			
						PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE SIGNATURE AT STORE					
						<small>CASHIER: DO NOT ACCEPT IF ALREADY SIGNED, MUST MATCH SIGNATURE ON ID FOLDER.</small>					

Changing the quantity from "1" to "4"

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM <small>1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC</small>				MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 6831486		75-1248 919		<small>Payable Through: FSMC, AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 802070</small>	
AGENCY 08	CLINIC 59	PARTICIPANT ID 0859000275	PARTICIPANT NAME Kelly, Kim		DRAFT TYPE 001715AA	AZ WIC USE ONLY		FIRST DATE TO USE 06/09/2001			
2 GAL WHOLE MILK 1 CAN (12 OZ FROZEN) WIC APPROVED 100% JUICE OR 1 CAN (46 OZ) WIC APPROVED 100% JUICE						ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL		LAST DATE TO USE 07/13/2001			
						\$ <small>TAX EXEMPT SALE NOT TO EXCEED \$200.00</small>		PAY TO THE ORDER OF:			
						PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE SIGNATURE AT STORE					
						<small>CASHIER: DO NOT ACCEPT IF ALREADY SIGNED, MUST MATCH SIGNATURE ON ID FOLDER.</small>					

Example of Food Instruments – continued

Changing the date valid to

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM <small>1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC</small>				MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED		DRAFT # 6954823		75-1248 919 <small>Payable Through: FSMC, AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACST# 802070</small>		
AGENCY 08	CLINIC 59	PARTICIPANT ID 0859000275	PARTICIPANT NAME Kelly, Kim		DRAFT TYPE 001715AA		AZ WIC USE ONLY		FIRST DATE TO USE 05/13/2001	
18	OZ	(UP TO 18 OZ) PEANUT BUTTER OR				ACTUAL \$ AMOUNT \$ CORRECTION ONLY CASHIER INITIAL		DATE OF USE	LAST DATE TO USE 06/13/2001	
1	LB	DRIED BEANS/PEAS/LENTIS				\$ <small>TAX EXEMPT SALE NOT TO EXCEED \$200.00</small>		PAY TO THE ORDER OF: <small>NOT PAYABLE WITHOUT VENDOR ID STAMP</small>		
3	CAN	(12 OZ FROZEN) WIC APPROVED 100% JUICE OR								
3	CAN	(46 OZ) WIC APPROVED 100% JUICE								
3	GAL	WHOLE MILK				PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE				
1	LB	(UP TO 16 OZ) WIC APPROVED CHEESE				SIGNATURE AT STORE <div style="border-bottom: 1px solid black; width: 100%; height: 20px;"></div>				
1	DOZ	FRESH EGGS				<small>CASHIER: DO NOT ACCEPT IF ALREADY SIGNED, MUST MATCH SIGNATURE ON ID FOLDER.</small>				

NOTE: The use of correction fluid (white-out) is considered an alteration of the food instrument. However, food items highlighted or circled are not considered alterations to the food instrument. The Vendor must immediately notify the Department of person(s) presenting food instrument(s) which have been altered.

Correcting the Dollar Amount

If an error is made in writing in the dollar amount **during** the WIC transaction, it can be corrected by doing the following:

- ✓ The cashier will draw a single line through the incorrect dollar amount;
- ✓ The corrected dollar amount is written in the "\$ Correction Only" box by the cashier;
- ✓ The cashier will initial the correction in the "Cashier Initial" box

NOTE: Changes **cannot** be made to the food instrument once the transaction has been completed and the WIC participant/authorized representative has left the store.

ARIZONA DEPARTMENT OF HEALTH SERVICES WIC PROGRAM <small>1740 WEST ADAMS, PHOENIX, ARIZONA 85007 NEED HELP? Mon. - Fri. 8 AM - 5 PM, Call 1-800-2525-WIC</small>			MISUSE OF DRAFTS SUBJECT TO STATE OR FEDERAL PROSECUTION. VOID IF ALTERED			DRAFT #		75-1248	
AGENCY	CLINIC	PARTICIPANT ID	PARTICIPANT NAME		DRAFT TYPE	6227690		919	
08	59	0859000275	Kelly, Kim		001715AA	AZ WIC USE ONLY		<small>Payable Through: FSMC AN AFFILIATE OF SECURITY STATE BANK HOWARD LAKE, MN 55349 ACCT# 802070</small>	
18	OZ	(UP TO 18 OZ) PEANUT BUTTER OR				FIRST DATE TO USE		06/19/2001	
1	LB	DRIED BEANS/PEAS/LENTIS							
3	CAN	(12 OZ FROZEN) WIC APPROVED 100% JUICE OR				DATE OF USE			
3	CAN	(46 OZ) WIC APPROVED 100% JUICE							
3	GAL	WHOLE MILK				ACTUAL \$ AMOUNT		LAST DATE TO USE	
1	LB	(UP TO 16 OZ) WIC APPROVED CHEESE							
1	DOZ	FRESH EGGS				\$		07/13/2001	
TAX EXEMPT SALE NOT TO EXCEED \$200.00						NOT PAYABLE WITHOUT VENDOR ID STAMP			
PARTICIPANT: DO NOT SIGN UNTIL TIME OF PURCHASE									
SIGNATURE AT STORE						<small>ME</small> CASHIER: DO NOT ACCEPT IF ALREADY SIGNED, MUST MATCH SIGNATURE ON ID FOLDER.			

If an error is made in writing the dollar amount during the WIC transaction **DO NOT**:

- ✓ Write over the incorrect number;
- ✓ Scratch out the error so that it cannot be read;
- ✓ Use correction fluid (white-out) to cover over the error.

SPECIAL NOTE: This is one of the **only** areas on the food instrument that can be changed. Any other changes made to the food instrument are considered alterations. If the food instrument is considered altered, it will be rejected by the banking contractor and will **NOT** be paid.

Answers to Common Questions

We encourage cashiers to complete an Arizona WIC Program Vendor Reporting Card each time a participant/authorized representative or proxy does not follow correct procedures when redeeming WIC food instruments. The problems your cashiers encounter and report will help reduce the number of program errors/abuses committed by the participants/authorized representatives or proxies.

Identifying the WIC Customer

The Arizona WIC Program has begun using a “one” signature food instrument. The food instrument is no longer being signed by the WIC participant/authorized representative at the WIC office. The signature is obtained by the cashier at the end of the WIC transaction. Therefore, it is critical that the cashier request to see the Arizona WIC Program Identification Folder and Transfer Card or the Proxy Certification Form to verify that the person attempting to redeem the WIC food instrument(s) is authorized to do so. The cashier will match the signature obtained in the store at the end of the transaction with the signature on the Arizona WIC Program Identification Folder and Transfer Card or the Proxy Certification Form.

Dates on food instruments

The valid dates on the food instrument should be the first thing a cashier looks at when presented with a WIC food instrument. If the dates are not valid, do not continue with the transaction. Refer the participant/authorized representative or proxy to their local WIC clinic.

Food instruments are only good for thirty (30) calendar days. The “First date to use” on the food instrument is the first day the Vendor may accept the food instrument. The “Last date to Use” on the food instrument is the last day the Vendor may accept the food instrument. The food instrument is good through 11:59 p.m. of the last date to use. Remember, food instruments redeemed before or after the valid dates will NOT be paid.

WIC Foods – Purchased / Availability

WIC participants/authorized representatives or proxies may not purchase more than the items and quantities listed on the food instrument, but they may purchase less (**except for infant formula—this is the only WIC food that a participant/authorized representative is required to purchase the entire quantity printed on the food instrument**).

If the store is out of stock of a WIC item a participant/authorized representative or proxy is attempting to purchase, the purchase of the items in stock can be made, but they will lose the items that the store does not have in stock. The cashier may not offer or give the participant/authorized representative a raincheck or allow a substitution of the item(s) listed on the food instrument. The participant/authorized representative may choose to wait to use their food instrument when your store has enough stock or go to a different authorized WIC Vendor. Remember, WIC participants/authorized representatives **must** purchase **all** the infant formula printed on the food instrument.

Coupons

We encourage WIC participants/authorized representatives to use coupons and sales to reduce food costs so additional participants may be served on the WIC program. The coupon value is deducted from the sales price and no cash or change is exchanged. Proper procedures for accepting coupons, purchasing items on sale and to taking advantage of promotional specials are found under Section 5, “When ringing up the WIC transaction, the cashier...” Remember, WIC participants/authorized representatives or proxies **may not** use cents-off, free additional ounces, or buy one, get one free coupons when purchasing infant formula.

Participant/Authorized Representative or Proxy Training

When a participant/authorized representative or proxy attempts to buy unauthorized foods, the cashier may offer assistance by referring them to the Arizona WIC Programs Food List and explain that only authorized foods may be purchased. If necessary, you may call 1-866-737-3935 for assistance. If the participant/authorized representative insists or again attempts to buy the wrong foods, refer the participant/authorized representative or proxy to the Department.

Anytime the cashier feels the participant/authorized representative is not following proper WIC procedures or are not treating them courteously, the cashier is encouraged to complete an Arizona WIC Program Vendor Reporting Card. This card is received by the Department and the Department forwards a copy (maintaining the information source confidential) to the participant's/authorized representative's clinic for proper follow-up and training (Refer to Section 5, "Participant Problems"). The participant/authorized representative or proxy problems you encounter and report will help reduce the number of program errors/abuses committed.

Signatures

The last thing a cashier should do before finalizing the WIC sale, is to verify that the signature (the signature obtained in the "Signature at store" box on the food instrument) matches either the signature on the ID Folder and Transfer Card or the Proxy Certification form. It does not have to be a carbon copy signature. The two signatures must have the same characteristics. Also, if one of the signatures is missing a middle initial, it should be accepted. However, if the signature and the ID signature have different first or last names, is signed on one item and printed on the other, etc. the cashier should refuse the transaction and refer the participant/authorized representative or proxy to their local WIC clinic. The ID Folder and Transfer Card may have one or two signatures, but the Proxy Certification form will always have only one signature. If the signatures do not match, do not finalize the transaction. Refer the participant/authorized representative or proxy to their local WIC clinic.

If the signature is already on the food instrument at the beginning of the transaction, the cashier should refuse the transaction and refer the participant/authorized representative to their local WIC clinic. This will encourage the participants/authorized representatives or proxies to follow proper food instrument redemption procedures to avoid rejected food instruments which will NOT be paid.

If the cashier did not get the signature at the end of the transaction, you may call 1-866-737-3935 or look up the local agency's number in the Local Agency Directory (found in Appendix 1) to contact the local agency who issued the food instrument(s) before the food instrument is deposited. The local agency will make every attempt to contact the participant/authorized representative or proxy and request that they go to your store to sign the food instrument(s). However, there is no guarantee that the local agency will be able to contact the participant/authorized representative or proxy within sixty (60) calendar days from the first date to use the food instrument (this is the timeframe in which you must deposit the food instrument for payment). Therefore, always make sure there is a signature on the food instrument before the participant/authorized representative or proxy leaves your store. Remember, payment will NOT be made if the missing signature is obtained after the food instrument has been rejected for payment.

The participant/authorized representative or proxy is given only one opportunity to sign the food instrument at the store. Therefore, if a mistake is made, the signature can not be crossed out and resigned above or below. Any changes in the signature area will be considered an alteration and will reject for payment and will NOT be paid. Again, if a mistake is made, the cashier should refuse the transaction and refer the participant/authorized representative or proxy to their local WIC clinic.

WIC Quiz

Please circle the appropriate responses



The Arizona WIC Program has celebrated over 25 years of working in partnership with local WIC agencies, Arizona authorized WIC Vendors, Arizona Food Marketing Alliance and two other Arizona WIC Programs (ITCA and Navajo Nation) to improve the health of Arizonans that qualify for program benefits.

1. How does a person qualify for the Arizona WIC Program?
 - a. Must be a woman (pregnant, breastfeeding or less than one year post partum), an infant or a child (up to 5 years of age).
 - b. Be low to moderate income.
 - c. Have a health and/or nutritional risk identified.
 - d. All of the above.
2. At the clinic WIC participants will receive nutrition education, health services and food instruments that contain a prescribed food package, what is the Vendor's role in this process?
 - a. Cash the food instrument for food items that the customer selects.
 - b. Fill the food instrument (prescription) *exactly* as prescribed.
 - c. Inform the participant that they should get a job.
 - d. All of the above.
3. In order to participate as an authorized Arizona WIC Program Vendor, an applicant must have a fully executed written contract. What are some items that the contract can provide?
 - a. Explain the rights and responsibilities of both parties that signed.
 - b. Provide you with the term of your contract.
 - c. Provides retail outlets for WIC participants.
 - d. All of the above.
4. An Arizona WIC Programs Food List is published. What is the benefit of having this item at the cash register?
 - a. Contains only the types and brands of foods allowed.
 - b. Specified what can not be purchased.
 - c. Has pictures of the products available.
 - d. All of the above.

5. Situation: A WIC participant/authorized representative shows up at your register to redeem their food instrument. Your store has an automated system in place where all you need to do is punch a button to inform the register that this is a WIC transaction and it will prompt you to verify all appropriate items to ensure that this sale is valid. You scan an item that the register says is not an authorized item, however, the customer says that according to their food list, it is authorized. How would you handle this situation?
 - a. Tell the customer that according to your register it is not authorized and insist that they select another item.
 - b. Check the Arizona WIC Program Food List to verify their discrepancy and go with the food list.
 - c. Cancel the sale and instruct them to shop elsewhere.
 - d. All of the above.
6. If a WIC participant/authorized representative is allowed to purchase an unauthorized item, what consequences may occur?
 - a. The food instrument may be rejected for payment.
 - b. The store can be disqualified from participation in the program for one (1) calendar year.
 - c. The participant will not receive the appropriate nutritional benefit from the WIC Program.
 - d. All of the above.
7. An authorized Vendor must complete a Semi-Annual Price/Stock Report. When should this report be submitted to the Department?
 - a. March 15th.
 - b. September 15th.
 - c. May submit when there has been a wholesale price increase.
 - d. All of the above.
8. When sending the completed Semi-Annual Price/Stock Report into the Department, what part is most frequently forgotten?
 - a. The last page of the stock report.
 - b. The certification page.
 - c. The formula items.
 - d. All of the above.
9. Who is exempt from the Semi-Annual Price/Stock Report process?
 - a. Anyone who does not have time to complete it.
 - b. Commissaries.
 - c. Pharmacies that are contracted to provide only special infant formulas.
 - d. All of the above.

10. The food instrument is a food prescription that the Vendor fills exactly as prescribed. It is deposited in the Vendor's sole authorized bank account for payment. How many types of food instruments does the Arizona WIC Program generate?
- 1.
 - 3.
 - 5.
 - 7.
11. What is the first thing that you will verify when a WIC participant/authorized representative hands you their food instrument for redemption?
- The food items are authorized.
 - The person is there within valid dates.
 - The signatures match.
 - The coupons relate to their WIC items.
12. What form(s) of identification are acceptable for the Arizona WIC customer?
- Arizona WIC Program ID Folder and Transfer Card or Proxy Certification Form.
 - Driver's License or Bank guarantee card.
 - Fingerprint.
 - All of the above.
13. The number one reason that food instruments reject for payment is?
- Missing the Vendor identification Stamp.
 - Missing the signature.
 - Altered
 - Dollar amount too high.
14. When a food instrument rejects for payment, the Vendor...
- Loses the money for those food items and has no recourse.
 - Can send the food instrument in to the Department for a second level review to determine if they can get all, part or none of their money.
 - Can be disqualified from participation in the WIC program
 - All of the above.

15. If a Vendor is having redemption problems with WIC program customers, what can they do to get some assistance in correcting these problems?
 - a. Threaten them.
 - b. Fill out the Arizona WIC Program Vendor Reporting Card.
 - c. When you are in a Vendor training session, complain about them.
 - d. All of the above.
16. All authorized Vendors are monitored to assure that they understand the WIC program's rules, regulations and procedures. What are some of the various ways that a WIC Vendor may be monitored?
 - a. Vendor site Review.
 - b. Rejected Food Instrument Report
 - c. Audio and/or video compliance buys.
 - d. All of the above.
17. All the information that a Vendor may need to remain in compliance with the Arizona WIC Program Vendor contract can be found in the ...
 - a. Arizona WIC Program Vendor Manual.
 - b. Arizona WIC Program Vendor Contract.
 - c. Arizona WIC Program Policy and Procedure Manual.
 - d. All of the above.
18. When monitoring activities are conducted, the Department or Contractor will look for WIC program errors or abuses...
 - a. Found under the Violations and Sanctions section of the Vendor Manual.
 - b. Stories that the WIC participant/authorized representative make up.
 - c. Based on anonymous complaints.
 - d. All of the above.
1. If a Vendor allows a WIC compliance investigator to purchase unauthorized foods, this violation is a ...
 - a. Category I with 9 points sanction
 - b. Category II with 10 points sanction
 - c. Category III with 13 points sanction
 - d. Federal 1 year with 50 points sanction
2. If adverse action is taken against a Vendor, the levels of appeal for that Vendor include which of the following?
 - a. Letter of apology
 - b. Written corrective action plan
 - c. Fair hearing / Informal settlement conference
 - d. All of the above

WIC Quiz – Answer Key

The Arizona WIC Program has celebrated over 25 years of working in partnership with local WIC agencies, Arizona authorized WIC Vendors, Arizona Food Marketing Alliance and two other Arizona WIC Programs (ITCA and Navajo Nation) to improve the health of Arizonans that qualify for program benefits.



1. How does a person qualify for the Arizona WIC Program?
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 - b. Be low to moderate income.
 - c. Have a health and/or nutritional risk identified.
 - d. All of the above.

Answer is (d) All of the above.

2. At the clinic WIC participants will receive nutrition education, health services and food instruments that contain a prescribed food package, what is the Vendor's role in this process?
 - a. Cash the food instrument for food items that the customer selects.
 - b. Fill the food instrument (prescription) *exactly* as prescribed.
 - c. Inform the participant that they should get a job.
 - d. All of the above.

Answer is (b) Fill the food instrument (prescription) *exactly* as prescribed.

3. In order to participate as an authorized Arizona WIC Program Vendor, an applicant must have a fully executed written contract. What are some items that the contract can provide?
 - a. Explain the rights and responsibilities of both parties that signed.
 - b. Provide you with the term of your contract.
 - c. Provides retail outlets for WIC participants.
 - d. All of the above.

Answer is (d) All of the above.

4. An Arizona WIC Programs Food List is published. What is the benefit of having this item at the cash register?
 - a. Contains only the types and brands of foods allowed.
 - b. Specified what can not be purchased.
 - c. Has pictures of the products available.
 - d. All of the above.

Answer is (d) All of the above.

5. Situation: A WIC participant/authorized representative shows up at your register to redeem their food instrument. Your store has an automated system in place where all you need to do is punch a button to inform the register that this is a WIC transaction and it will prompt you to verify all appropriate items to ensure that this sale is valid. You scan an item that the register says is not an authorized item, however, the customer says that according to their food list, it is authorized. How would you handle this situation?
- a. Tell the customer that according to your register it is not authorized and insist that they select another item.
 - b. Check the Arizona WIC Programs Food List to verify their discrepancy and go with the food list.
 - c. Cancel the sale and instruct them to shop elsewhere.
 - d. All of the above.

Answer is (b) Check the Arizona WIC Programs Food List to verify their discrepancy and go with the food list.

6. If a WIC participant/authorized representative is allowed to purchase an unauthorized item, what consequences may occur?
- a. The food instrument may be rejected for payment.
 - b. The store can be disqualified from participation in the program for one (1) calendar year.
 - c. The participant will not receive the appropriate nutritional benefit from the WIC Program.
 - d. All of the above.

Answer is (d) All of the above.

7. An authorized Vendor must complete a Semi-Annual Price/Stock Report. When should this report be submitted to the Department?
- a. March 15th.
 - b. September 15th.
 - c. May submit when there has been a wholesale price increase.
 - d. All of the above.

Answer is (d) All of the above.

8. When sending the completed Semi-Annual Price/Stock Report into the Department, what part is most frequently forgotten?
- a. The last page of the stock report.
 - b. The certification page.
 - c. The formula items.
 - d. All of the above.

Answer is (b) The certification page.

9. Who is exempt from the Semi-Annual Price/Stock Report process?
- a. Anyone who does not have time to complete it.
 - b. Commissaries.
 - c. Pharmacies that are contracted to provide *only* special infant formulas.
 - d. All of the above.

Answer is (c) Pharmacies that are contracted to provide *only* special infant formulas.

10. The food instrument is a food prescription that the Vendor fills exactly as prescribed. It is deposited in the Vendor's sole authorized bank account for payment. How many types of food instruments does the Arizona WIC Program generate?
- a. 1.
 - b. 3.
 - c. 5.
 - d. 7.

Answer is (a) 1.

11. What is the first thing that you will verify when a WIC participant/authorized representative hands you their food instrument for redemption?
- a. The food items are authorized.
 - b. The person is there within valid dates.
 - c. The signatures match.
 - d. All of the above.

Answer is (b) The person is there within valid dates.

12. What form(s) of identification are acceptable for the Arizona WIC customer?
- a. Arizona WIC Program ID Folder and Transfer Card or Proxy Certification Form.
 - b. Driver's License or Bank guarantee card.
 - c. Fingerprint.
 - d. All of the above.

Answer is (a) Arizona WIC Program ID Folder and Transfer Card or Proxy Certification Form.

13. The number one reason that food instruments reject for payment is?
- a. Missing the Vendor identification Stamp
 - b. Missing the signature.
 - c. Altered.
 - d. Dollar amount too high.

Answer is (a) Missing the Vendor identification Stamp.

14. When a food instrument rejects for payment, the Vendor ...
- a. Loses the money for those food items and has no recourse.
 - b. Can send the food instrument in to the Department for a second level review to determine if they can get all, part or none of their money.
 - c. Can be disqualified from participation in the WIC program.
 - d. All of the above.

Answer is (b) Can send the food instrument in to the Department for a second level review to determine if they can get all, part or none of their money.

15. If a Vendor is having redemption problems with WIC program customers, what can they do to get some assistance in correcting these problems?
- a. Threaten them.
 - b. Fill out the Arizona WIC Program Vendor Reporting Card.
 - c. When you are in a Vendor training session, complain about them.
 - d. All of the above.

Answer is (b) Fill out the Arizona WIC Program Vendor Reporting Card.

16. All authorized Vendors are monitored to assure that they understand the WIC program's rules, regulations and procedures. What are some of the various ways that a WIC Vendor may be monitored?
- a. Vendor Site Review.
 - b. Rejected Food Instrument Report.
 - c. Audio and/or video compliance buys.
 - d. All of the above.

Answer is (d) All of the above.

17. All the information that a Vendor may need to remain in compliance with the Arizona WIC Program Vendor Contract can be found in the ...
- a. Arizona WIC Program Vendor Manual.
 - b. Arizona WIC Program Vendor Contract.
 - c. Arizona WIC Program Policy and Procedure Manual.
 - d. All of the above.

Answer is (d) All of the above.

18. When monitoring activities are conducted, the Department or contractor will look for WIC program errors or abuses...

- a. Found under the Violations and Sanctions section of the Vendor Manual.
- b. Stories that the WIC participant/authorized representative make up.
- c. Based on anonymous complaints.
- d. All of the above.

Answer is (a) Found under the Violations and Sanctions section of the Vendor Manual.

19. If a Vendor allows a WIC compliance investigator to purchase unauthorized foods, this violation is a ...

- a. Category I with 9 points sanction
- b. Category II with 10 points sanction
- c. Category III with 13 points sanction
- d. All of the above.

Answer is (d) Federal 1 year with 50 points sanction.

20. If adverse action is taken against a Vendor, the levels of appeal for that Vendor include which of the following?

- a. Letter of apology
- b. Written corrective action plan
- c. Fair hearing / Informal settlement conference
- d. All of the above

Answer is (c) Fair hearing/Informal settlement conference.

ARIZONA WIC PROGRAM LOCAL AGENCY DIRECTORY

You or your staff can identify which local WIC office to call by matching the first two numbers in the upper-left corner of the WIC food instrument, (local agency box) with the two numbers to the left of each address below.

01	Apache County WIC Program P.O. Box 974, Springerville, AZ 85938	Anne Staffnik	(928) 333-2218
02	Cochise County WIC Program 1415 West Melody Ln, Bldg. A, Bisbee, AZ 85603-3090	Dee Hazlett	(520) 432-9472
03	Coconino County WIC Program 2625 North King St., Flagstaff, AZ 86004	Lorraine Ornelas	(928) 522-7876
04	Gila County WIC Program 1400 East Ash, Globe, AZ 85501	Kristie Studdard	(928) 474-1210
05	Graham County WIC Program 820 West Main St., Safford, AZ 85546	Rochelle Figueroa	(928) 428-7690
06	Greenlee County WIC Program Courthouse at 5 th and Leonard St., Clifton, AZ 85533	Shelly Patton	(928) 865-2601
07	Maricopa County WIC Program 1414 West Broadway, Suite 237, Tempe, AZ 85282	Steve Buckles	(480) 966-3090 ext. 219
08	Mohave County WIC Program 318 North 5 th St, Kingman, AZ 86401	Carol Matthews	(928) 753-0794 ext. 4319
09	Navajo County WIC Program 117 East Buffalo St., Holbrook, AZ 86025	Mary Flynn Tyler	(928) 524-4750
10	Pima County WIC Program 6920 East Broadway, Suite H, Tucson, AZ 85710	Rebecca Melland	(520) 721-8475
11	Pinal County WIC Program 188 S. Main, Coolidge, AZ 85228	Rosanna Ringer	(520) 868-7313
13	Yavapai County WIC Program 930 Division St., Prescott, AZ 86301	Vacant	(928) 771-3138
14	Yuma County WIC Program 2200 W. 28 th St., Yuma, AZ 85364	Kathy Lohrenz	(928) 317-4500
17	Cocopah Tribe WIC Program Ft. Yuma Indian Hospital, Yuma, AZ 85366	Nancy Brown	(800) 862-4911
27	Marana WIC Program 13644 N. Sandario Ro., Marana, AZ 85653	Christine Winters	(520) 616-6209
28	Clinica Adelante WIC Program 16551 N. Dysart Rd., Suite 104A, Surprise, AZ 85374	Debbie Polisky	(623) 583-3007
29	El Rio Santa Cruz WIC Program 839 W. Congress St., Tucson, AZ 85745	Josefa Renteria	(520) 670-3772
30	Mariposa WIC Program 1520 N. Hohokam Dr., Nogales, AZ 85621	Olivia Torres	(520) 287-4994

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